



E-Bits

update on statewide information technology and e-government

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Director's Message



"The beginning of wisdom is to call things by their right names." - Chinese proverb

By Rick Zelznak, GITA Director and State Chief Information Officer (CIO)

The definitions and meanings in our daily lives set a standard from which to operate.

In all walks of life, misuse of words or acronyms leads to confusion as we accept their new meanings or find exception to their usage. The proper forms, formats and functions are critical aspects in defining today's information technology.

In an attempt to ensure that we are all of like mind and understanding as we move forward, the following is our take on some commonly used and general misconstrued terms.

What is the definition of broadband? In terms of user benefits, broadband means sufficient bandwidth of at least 1.5 megabits per second to enable electronic applications to include voice, video, Internet and telecommuting at a competitive price.

What is a statewide Enterprise Architecture? Architecture for Arizona is currently defined with various levels of technology to be modeled as a baseline for review and analysis with an eventual target for standardized technology. GITA is developing an Enterprise Architecture to provide a holistic view or model of the State's IT capabilities in support of e-government programs and initiatives.

What is E-Government? Simply, Electronic Government is delivering government services in the digital world. In coordinating E-Government, GITA's purpose is to help State agencies migrate from traditional delivery models for services and information to a more efficient method by taking advantage of the Internet and related technologies for e-government.

We have significant challenges ahead of us. Expectations are for the quick delivery of high quality services. Our shared success in meeting these expectations hinges on a common understanding of where we are and where we intend to go. ☺

In the News



From *Government E-Business* article on September 13, 2001:

"[He] outlined a number of challenges facing e-government initiatives, including infrastructure needs, security and privacy concerns, and a lack of funding, but he said those can be dealt with through numerous keys to success:

- * Committed leadership.
- * Customer-centric processes.
- * Integrated solutions.
- * Strategic partnerships.
- * Ease of use.
- * Personalization features.

The Arizona government has been following these steps and has made great strides in the online services it offers its citizens and employees, said the state's chief information officer, Richard Zelznak. In addition to being the first state to enable its residents to renew vehicle registrations online, Arizona has several new initiatives planned for the next six months:

- * The state is in the initial stages of electronically transferring benefits information to the Social Security Administration on a nightly basis.
- * Officials are working with the Arizona Corporation Commission to move filing information online.
- * The Department of Health is moving vital records online.
- * People can buy their own motor vehicle records online.
- * The state is working to put a permit process in place to eliminate engineering obstacles for broadband expansion along interstates, once funding is available.” – *Dan Caterinicchia*



From the "Best of Breed Programs" report published as part of the 2001 Digital State Survey, the *Center for Digital Government* writes: "Arizona's Department of Economic Security, Division of Children, Youth and Families manage the Children's Information Library and Data Source (CHILDS) project. It integrates all program data into one common application and provides access to that information according to the logistical functional requirements of the program. Its goal is to develop one common system to support all of the program areas with specific emphasis on developing a model software application that supports the functions of social service field caseworkers."



From a Civic.Com article titled, "Arizona Advances E-Buying System," on June 7, 2001:

"Beginning in November, vendors who do business with Arizona will be able to deal with requests for proposals online, marking the beginning of the end for a messy and time-consuming paper-based process.

Eventually, local governments, municipalities and other political entities also will use the system to provide a statewide, one-stop "procurement community."

Arizona is not exactly new to aspects of electronic procurement. It has had a Web-based system for the past 10 years through which vendors could view and download RFPs and other documents. The new system will take this to the next level, according to John Adler, the state's chief procurement administrator.

"We'll be able to send and receive opportunities, conduct evaluations and even negotiate work contracts over the Internet," he said. "The next step will be to develop online catalogs and link contractors and others into the Web site to form an electronic mall."

Development of that will start in 2002. Expansion of the system into the enterprisewide procurement community will take up to two years, Adler said.

Once completed, the system will dramatically reduce redundancies that now exist. Minority and women-run businesses, for example, now have to register at about 20 different sites throughout the state to do government business. Once Arizona's procurement community is up and running, they'll only have to register once because all participants in the procurement process — state and local — will have access to a central database." - *Brian Robinson*

E-Government

Arizona (E-Government) Web Portal

Current Status: GREEN

The State of Arizona launched the first phase of "Arizona @ Your Service" (AAYS) at <http://www.az.gov> on July 20, 2001. This "quiet launch", or Release 1, was the first phase of the Portal implementation. Release 1 provides a completely new design for the State home page. Services are arranged by affinity groups but can be also be found by direct agency access and through a search facility. Other components include State news, calendars, featured sites and services, FAQs and "Contact Arizona" — a customer feedback/inquiry feature. In its first full month of operation, AAYS experienced page views in excess of 1 million.

Future releases will include new applications for State and local agencies, enhanced infrastructure to support payment services (e.g., E-Checks, invoicing, credit card transactions, etc.), authentication services, directory services and PKI.

Next Steps:

Release 2 is scheduled for delivery in early November. This release will focus on 3 major areas. The first area will be the infrastructure to support the initial early adopter applications. This infrastructure will include the payment, authentication and directory services. This will be the supporting infrastructure for other future applications as well. The second area is the User Interface (UI). A new "gateway" style UI will be implemented that provides a more functional and intuitive navigation experience. The third area will be the rollout of the first major early adopter application. This will be the Motor Vehicle Records Request (MVRR) application. MVRR consolidates the delivery method of vehicle records to existing commercial customers by using the Portal. This application will initially include additional value-added supporting services, such as connectivity options and electronic invoicing. Other enhancements, such as custom queries and other related services, would be incorporated in future releases.

Subsequent early adopter and other new applications will be rolled out monthly as work continues in the requirements identification and application development stages of the effort.

Overview:

The State of Arizona will enhance citizen access to government information and services using the Internet in an Arizona @ Your Service E-Government Portal. The State of Arizona's web sites lack a common navigation method, making it challenging to search for information or to find desired services within agency web sites. There are large disparities among agencies that have the resources to develop Internet solutions and those that do not. The State of Arizona anticipates the need for one-stop shopping for citizens using the Arizona @ Your Service website for online government services, more transactions and licensing conducted online, plus user-friendly navigation and web pages. Oversight on the Web Portal will be provided by the Arizona Portal Advisory Council and coordinated through GITA.

For additional information on the State Web Portal, please contact Gene Martel at GITA via e-mail: gmartel@gita.state.az.us

Telecommunications Open Partnerships for Arizona (TOPAZ)

Current Status: GREEN

Executive branch agencies have converted existing services over to the new carrier services resulting in improved services and substantial savings. Many of these agencies have a series of program needs that require cloud-based (frame and cell relay) carrier services to several locations throughout the state. Many of these locations fall outside of Qwest territory which is requiring the State to search for alternatives while encouraging carriers to invest more in infrastructure build out. To aid in the rapid deployment of these broadband services, the State is aggregating government needs and soliciting more demand through community involvement. In June of this year, GITA teamed up with the SFB to solicit proposals from telecommunication carriers under State to connect approximately 545 schools and 100 government offices in 135 rural Arizona communities with broadband telecommunication services. Schools and government offices in rural communities now have a choice for broadband services at competitive pricing. To meet the needs for individuals in these communities, cable operators throughout the State have formed an alliance under the name of "First Mile Arizona" to further the reach of services to homes throughout the State.

Next Steps:

GITA is working closely with the Arizona Department of Commerce in helping rural communities and businesses define requirements for telecommunication services and to assist with rural economic development. These community assessments are intended to help justify future development of infrastructure investments in rural Arizona. GITA is also continuing efforts to encourage carriers awarded under the following contract to commit to building a communication infrastructure in rural communities throughout the State. The carriers have responded favorably in support of this important initiative with aggressive plans of building broadband communications throughout the State. It is the State's intent to utilize the coordinated issuance of purchase orders for Carrier Services under the SPO Contracts AD0000170 to provide a statewide public telecommunications infrastructure, which facilitates the Governor's initiatives in education, equal opportunity and access throughout the State, telemedicine availability, and rural economic development.

Overview:

In October, the State of Arizona contracted with the following nine telecommunications providers: AT&T, Citizens Communications, Cox Communications, Global Crossing, GTECH, MCI Worldcom, Qwest, Sprint, Winstar. These nine, selected under the contract, are positioned to bring increased bandwidth and telecommunication services to government-funded organizations.

State agencies collectively will spend \$100 million over the next five years. By providing infrastructure development, these contracts will stimulate economic development throughout the State and provide an enormous benefit to rural communities in particular. GITA conservatively estimates that the buying power that it can leverage for this Preferred Partner's Program to be in excess of \$100 million during the next 3/5-years. Therefore, the State desires to select those carriers that will provide the desired build-out and related value-add infrastructure in return for a 3/5-year commitment of services. Carriers are encouraged to form partnerships among themselves as needed to put forth the most advantageous offer(s) to the State.

Arizona Regulatory Licensing Services (ARLS)

Current Status: **GREEN**

The Licensing System Board (LSB) distributed a survey to all regulatory agencies in an attempt to identify each agency's current operating environment, and their future expectations for services. At the same time, IBM developed a service assessment survey for their chosen vendors. IBM has received their vendor responses and the majority of the agencies have responded to the LSB survey request.

IBM is in the process of summarizing the survey information and will schedule vendor demonstrations in mid-October. IBM is expected to choose the Licensing vendor by the end of December 2001 and conversions of the first two agencies are expected to occur in the first quarter of next year.

Next Step: Assist the Licensing System Board and IBM in identifying the licensing vendor. Assist agencies with service requirements.

Overview: Arizona is developing a single standard for online licensing, which can be used by all agencies with similar functions. The State has roughly 60 agencies issuing licenses, permits and/or certifications. To avoid duplication, GITA is coordinating an effort to standardize the licensing system. To effectively move toward digital government, a single system is being developed so that cost is kept to a minimum. The intent is to establish a statewide licensing system that each agency can implement over the next three years. A users group of participating agencies will set the direction for ongoing enhancements of the software and interfacing with the Web Portal.

No Wrong Door (NWD)

Current Status: **Red**

The funding was in the State's first budget "trigger", which never "triggered", and No Wrong Door was not funded.

Next Steps:

No Wrong Door is no longer an active project.

Overview:

The PIJ was presented to and approved by ITAC on November 15, 2000. Both the Executive and Legislative budget recommendations included funding for the Screening and Referral Phase of No Wrong Door for FY02-03. Due to budget constraints, NWD is on hold until funding is available.

Governor Hull issued Executive Order 98-8: Governor's Children and Family Service Delivery Improvement Team, which directs agencies to "develop recommendations to ensure that children and families swiftly receive appropriate services to help them stabilize crises and move them toward increased independence and self-sufficiency regardless of the agency they initially contact for assistance." This strategic initiative is known as "No Wrong Door".

Fifty-three different program areas across five agencies have been identified where children and families can enter a State-supported service. The five agencies participating in the No Wrong Door strategy include the Department of Economic Security, Department of Health Services, Department of Juvenile Corrections, Arizona Health Care Cost Containment System (AHCCCS), and the Administrative Office of the Courts. Arizona's Government Information Technology Agency (GITA) is providing management, coordination and oversight of the No Wrong Door strategic initiative.

Arizona Partnership for the New Economy (APNE)

Current Status: GREEN

\$2 Million in funding for the New Economy initiatives was approved by the Legislature and signed by the Governor, including GITA-related projects: Telecommunications Community Assessments and TOPAZ.

Next Steps:

- Coordinate Telecommunications Build-Out to Rural Areas using TOPAZ program
- Assist in rural economic development through Community Assessments for New Economy
- Build partnerships to improve strategic positioning for New Economy across Arizona

Overview:

APNE was formed to address three strategic challenges:

- Define the New Economy and its importance in Arizona.
- Assess Arizona's readiness to meet the demands of the New Economy.
- Develop strategies for correcting deficiencies and responding to opportunities presented by the New Economy.

ADOT Right-of-Way/Shared Telecommunications Resource Project

Current Status: YELLOW

The State of Arizona is working to leverage the use of interstate right of way by long-haul fiber providers. The goals of the project are to:

- Facilitate build out of telecommunications infrastructure throughout the State of Arizona
- Ensured goals of the Telecommunication Open Partnership for Arizona (TOPAZ) are incorporated in resulting contracts
- Collaborated with CANAMEX State counterparts on consistent approach to right-of-way usage

Current activities have included:

- Finalize valuation
- Finalized version of contract to enter into negotiations with
- Defined policies and procedures for Fiber in Right of Way on Controlled Access Interstate

The current state of the economy and telecommunications industry has caused this project to slow. The project is still moving forward, but at a slower pace.

Next Steps:

- Start negotiations with Adesta
- Finalize permit and policy issues

Overview:

The shared resource project will work toward obtaining the greatest value for the State through the use of the ADOT right-of-way for telecommunications purposes. Telecommunications infrastructure development today can be likened to the build-out of railroads in the late 1800s or interstates during the 1950s. Communities that got the train station or exit ramp flourished. Communities afforded access to the broadband off ramps of today are poised to flourish in the digital economy. The Governor and GITA have recognized the importance of telecom infrastructure and have placed a high priority on connecting Arizona. From our perspective, the success of electronic government and digital economy economic development hinge on the availability of citizen access to the Internet. As such, the State must be poised to leverage the use of interstate right of way by long-haul fiber providers.

Arizona Telecommunication Directory

Current Status: GREEN

The Arizona Telecom Directory (ATD) is operational – www.arizonatele.com. The site provides an online portal for locating telecommunication service providers delivering services throughout Arizona. Residential and business users can search for the availability of a wide range of telecom services by location and link to profiles of individual telecom providers, their contact information, and related resources. The site was developed with the primary assistance of members of the Arizona Telecommunications and Information Council (ATIC). ATIC and GITA partner with the Network Topology group at The University of Arizona Eller School of Business to develop the business requirements for the development of the

directory. The final report of the Governor's Arizona Partnership on the New Economy (APNE) included a recommendation to pursue and support the development of this directory.

Next Steps:

- Continue information gathering to ensure that data is current and utilized.
Begin marketing site through GITA and Arizona @ Your Service web sites.
- Seek funding for the ongoing maintenance and development of the information.

Overview:

In the New Economy, adequate telecommunications infrastructure is critical to the success of economic development initiatives and to the deployment of digital government and our citizens' ability to access those services. The identification of this infrastructure will be made available to businesses interested in locating in Arizona. Additionally, the mapping project will identify gaps in telecommunication services, allowing policymakers to investigate why gaps exist and to explore options for enhancing telecommunications.

Criminal Records Work Group

The committee is meeting on a monthly basis to discuss issues concerning all aspects of automated Criminal Records. DPS is piloting the automation of Disposition reporting with various courts. Discussions were held to develop a faster method to have DUI information placed in the system for statewide use. DPS is automating the registration of Sex Offenders to eliminate data entry delays in the current system. All agencies have adapted their process and automated systems to recognize the new levels for DUI BAC.

Electronic Accessibility Rules Project

Current Status: **GREEN**

The Electronic Accessibility Rules workgroup completed their recommendations for web page accessibility in September. The resulting document has been incorporated into the State policy for Section 508 compliance as a supplement of recommended guidelines. The workgroup will continue to meet periodically to stay abreast of changes in federal directives. The training materials and education requirements for web page compliance will be handled by the Arizona Office for Americans with Disabilities.

Next Step: Project Completed

Overview: GITA is facilitating a workgroup to assist in establishing accessibility guidelines and rules for all State government websites. Compliance to the Federal IT Accessibility Initiative (Section 508) will be the top priority of the workgroup. Co-chairs are Edward L. Myers III, of the Arizona Technology Access Program at NAU, and Richard Jones the Assistant Director of the Disabilities Resources for Students at ASU.

Upcoming GITA Events

- **September 24 -- Gartner Group's Executive Briefing on the Capability Maturity Model Methodology**, presented by Gartner and hosted by GITA. Monday, September 24, 2001 from 8:30-11:30 a.m., at GITA, 411 N. Central Avenue. Location: 1st Floor Lobby Conference Room. A presentation on the CMM developed by the Software Engineering Institute in collaboration with industry and government covers the maturity of software and applications development organization, measurement and establishing a roadmap for improvement. Info: jeffrey.heath@gartner.com
- **Chief Information Officer (CIO) Council** – CIO Council meetings are not public meetings. Any questions or concerns, contact Claudia Vasquez at 602-340-8538, extension 211, or email to cvasquez@gita.state.az.us.
- **Information Technology Authorization Committee (ITAC)** – Third Friday monthly at 9:00 a.m. Information Technology Authorization Committee Meeting, please check website for location www.gita.state.az.us. Future meetings: October 19, November 16, and December 21, at ASU Downtown Center.

IT Project Monitoring/Oversight

Active Projects - 179

As of August 31, 2001, there are 179 active projects, 28 were completed since January 1, 2001 - 17 since May 1, 2001.

Department of Education – Student Accountability Information System (SAIS)

Current Status: **GREEN**

SAIS Development. The SAIS Student Detail System has been substantially completed and was rolled out to the LEAs and put in production on schedule on July 1, 2001. Since July 1, the system has demonstrated that it is running successfully with LEAs having to submit electronic student detail information as mandated by statute. Activity is very light so far. The bulk of reporting activity is expected from late August through the first two weeks in September.

Security. SAIS Student Detail is transmitted over an encrypted Internet connection. A training session on FERPA (Family Educational Rights and Privacy Act) has been held at the Department of Education. The session, presented personally by the Director of FERPA's Family Compliance Office, was given to personnel from MIS, School Finance, Exceptional Student Services, and other units. In addition, those in MIS and School Finance who will handle or have access to student detail information have signed FERPA non-disclosure agreement forms.

Program Office. MIS has organized itself to deal effectively and efficiently with SAIS student detail questions and issues. An office for SAIS program management, the Program Office, has been created and staffed by the most SAIS-knowledgeable people from MIS and School Finance units. To accomplish its mission, the Program Office will rely on three main resources:

- ADE Call Center
- SAIS Production Support Team
- SAIS Maintenance Team

Call Center. The Call Center consists of the existing agency Help Desk (which will continue to handle the usual Help Desk functions for ADE) with added temporary staffing to enable it to take on all calls about Student Detail. New tools and training will be needed. We are acquiring and installing new call tracking software, and organizing training sessions on both Student Detail and the new software. (The four existing Regional Training Centers will pass all Student Detail calls to the Call Center, but continue to handle all other SAIS-related calls.)

Production Support Team. Student Detail adds significant complexity to the work of administering the SAIS application. To ensure that we are able to deal with any major issues that might arise, we will retain several key SAIS Student Detail developers long enough to get us through the heaviest question time. We estimate this will be six to eight months, after which time they will depart, leaving the SAIS Maintenance team (see next paragraph) with these responsibilities.

Maintenance Team. The SAIS Maintenance team has been occupied until now with the non-student detail portions of SAIS, i.e., primarily school finance-related activities. Upon the departure of the Production Support team, this team will be the sole resource available for SAIS support, their involvement will be to accept technology transfer of student detail knowledge over the coming six to eight months. At that point, their responsibility will encompass all of SAIS.

Current Activity. During August the remaining SAIS development team members assisted LEAs that began submitting data, and began training ADE full-time staff on the use and maintenance of the new system. Documentation was released to the LEAs to assist them in beginning the submission of Student Detail data. At the end of August, the system had received enrollments for just over 15,000 students. The remaining work for Student Detail is to support LEAs as they come on board.

OUTREACH TO SCHOOLS - TRAINING and ASSISTANCE for SAIS.

Regional Training Center (RTC) activity in August was light however SAIS training and technical assistance did continue. During the month, the RTCs held 3 formal training workshops with 10 attendees, trained 4 individuals in one-on-one SAIS sessions and instructed 105 users on SAIS issues by phone. The total number of Help Desk requests handled was 87 for the month. The RTCs continue as a key element in ADE's plan for supporting school districts and charter schools as they take on SAIS Student Detail reporting.

Next Steps:

- The soon-to-be-dissolved SAIS development team's efforts have been focused on the wrap-up of development work and optimizing the system.
- The work remaining on student data aggregation lies in exceptions and rules-checks in concurrent enrollments.
- Some last minute changes to business requirements are still being answered.
- The QA team tested the Student Detail system and is supporting School Management System (SMS) software vendors as they complete their integration testing.

Overview:

Accountability in our public education system is equally important. Currently, over \$4.2 billion is spent annually on K-12 education in Arizona and 48% is directly appropriated from the State General Fund. The Department of Education (ADE) is committed to bringing greater accountability and efficiency to school funding in Arizona. To achieve this, ADE has developed the Student Accountability Information System (SAIS), a program for fundamentally advancing Arizona's school finance system.

SAIS will allow LEAs to electronically submit raw student and school data based on real-time events rather than summary reports on paper or diskette. Because SAIS will collect data at the student and school level, the system will capture, process and report information on a real-time basis, thus enabling real-time funding. As a result, SAIS will operationalize school finance reform, leading to true equity and true local control through financial and academic accountability at the level closest to the student.

The scope of SAIS includes the definition of management information needs, the redesign of administrative processes, the assessment of desired organizational change, and the implementation of client-server software and associated technology in two critical administrative areas: Student Management and Financial Management. This includes the integration of the selected software into ADE's overall Information Technology architecture.

Completion: In production July 2001

Department of Economic Security (DES) IT Enterprise**Current Status: GREEN**

- Trained 2053 users on the use of M/S Outlook, Internet Explorer, and mainframe functionality
- Installed 2039 NC devices in 71 DES Offices in Maricopa County
- Installed 376 Printers in 71 offices in Maricopa, Pinal, Gila and Pima Counties
- Continue to provide "Roving Trainers" at each local office the day after installation for support of the local office staff
- DES has completed installation in District 5 (Pinal and Gila Counties) and is installing in District 2. Projected install dates include District 6, 8/28 – 9/20, District 3, 9/24 – 11/02, and District 4, 11/05 – 12/01. Training sites for District 2 have installed NC devices, District 6 is scheduled for 8/14 – 8/15.
- Issued a customer survey to 1750 customers to hear first hand how the local office staff is feeling about the installation process, Help Desk services, training, and impact to serving DES clients. As of 7/25//2001, we have received 772 responses to the survey indicating an overwhelming approval rating of all areas surveyed. The ratings for all rated questions are above 70%. There are four survey questions that allow staff open comments. The survey will continue to be sent to all local office staff within 2 to 3 weeks after the scheduled install date.

Next Steps:

- Continue with ongoing weekly Infrastructure Executive Council and vendor meetings.
- Working on schedules for NC and printer installations for remaining districts.
- Exploring Districts 3 & 4 for NC training sites. Three sites have been identified in District 3.
- Will continue to issue customer survey.

Overview: This project includes upgrades to several hardware, software and network components at DES. The mainframe hardware and software will be upgraded; communications equipment and lines to more than 40 offices throughout the State will be replaced.

Estimated completion: December 2001 (to be revised)

DES Replacement Telephony PIJ

Current Status: **GREEN**

Description of accomplishments for the project:

- The Arizona Department of Economic Security replaced 14 phone systems in various offices statewide. The systems identified in this PIJ are older systems and cannot be upgraded or expanded. Other factors dictating whether a phone system needs to be replaced even when there is no change in office configuration or location includes age, reliability, parts availability, and maintenance costs.
- The 14 systems DES replaced provide critical access for clients. The reliability of the phone system directly affects the quality of service employees provide. The flexibility and features of the new systems increased the chances for client satisfaction and problem resolution. Greater adaptability will allow DES to expand or combine offices, enabling clients to receive more timely and convenient services. These systems were replaced with telephony systems featuring voicemail, auto attend and call accounting capabilities.

Overview: DES intends to install or replace 12-26 telephone systems in DES offices over the next two years. This project replaces unserviceable phone systems and completes new office installations.

Completed: May 2001

DES ReDESIGN

Current Status: **GREEN**

- The Project Team completed the major Gartner Group recommendation of refinement of functional requirements to meet IEEE Standards. The documentation of external interfaces of the AZTECS, including their current state of automation, has been cancelled.
- The ReDESIGN Project staff completed proposed action plans for the Interim Changes. This was distributed to the FAA Management Team to identify individuals to participate on workgroups to develop and implement the Interim Changes. This activity will be continued in the future.
- The DES cancelled the ReDESIGN Project on May 31, 2001. The project did not receive a funding appropriation in the SFY 2002-2003 Budget. All relevant GITA project shutdown materials were prepared and submitted.
- The SFY 2002 - 2003 State Budget Appropriation did not include ongoing funding for the ReDESIGN Project. The DES cancelled the project on May 31, 2001. All remaining project staff has been transferred to FAA program positions within the DES and is charging their time to other funding sources. The available ReDESIGN Budget has been expended.

Overview: DES intends to reengineer its business process and implement automated solutions, replacing existing systems to provide improved services to the citizens of Arizona. Phase I is the Business Process Reengineering assessment and evaluation of current service delivery methods, and recommendations for improvements. Phase II encompasses computer systems software design, construction and testing. And, finally, Phase III is the implementation of the new systems. More information is available on the DES website at www.de.state.az.us.

Completion: May 2001, no funding for Phases II or III in FY02/03

DES Comprehensive Medical and Dental Plan (CMDP)

Current Status: **GREEN**

Overview: The major objective of the project is to transition the program area from a fee-for-service based model to a managed care business model. To accomplish this, DES will purchase and install a LAN, including PCs and managed care software. The software will be modified (ITAC expressed concerns about this matter) to meet DES requirements.

Completion: The CMDP has successfully implemented the new automated system, QMACS. QMACS is fully operational in all areas of CMDP. All required deliverables have been received and approved as of May 8, 2001.

DES ESA Remote Telephone Claims

Current Status: **GREEN**

Description of accomplishments for the past quarter:

- Continued to make minor applications modifications.

Next Steps:

- Continue to meet bi-weekly with representatives from DOA Arizona Telecommunications System (ATS) Call Center Support team, DES Office of Telecommunication Support, and Nextira LLC.
- Continue to monitor system performance in conjunction with ATS and Nextira.
- Continue to hire, and train, new Call Center staff as needed.
- Continue to monitor transition of UI activity from rural offices into the Call Centers. Monitoring will continue throughout 2001.

Overview: DES intends to implement Call Center, Interactive Voice Response, Predictive Dialer, Local Area Network and PC-based technology to process Unemployment Insurance claims and citizen's requests for information. Entirely funded by Federal funding sources, the project will be implemented in Phoenix and Tucson and is expected to improve service to claimant and to reduce operating costs.

Estimated completion: ESA is not able to complete a Project Completion Document at this time, as the DOA/Nextira platform is still not stable. There have been various component failures resulting in disruption of service. We will continue to forward quarterly reports as required to GITA as needed.

Project completion date will be announced upon 30 days of error free operation.

DOA Statewide HRMS Replacement

Current Status: **GREEN**

Description of accomplishments to date:

- Bids were opened July 17, 2001.
- Vendors demonstrated their solutions, 1 day each.
- Evaluation teams reviewed each of the four proposals.
- Vendors returned for a day of clarifications and discussions with the evaluation teams.

Next Steps:

- Evaluation teams will make recommendations to the Project Manager and Procurement Officer.
- Vendors will submit their Best And Final Offers (BAFO).
- Project Manager will present the preferred vendor's BAFO to ITAC in October.

Overview:

The Arizona Department of Administration (ADOA) proposes to replace the existing HRMS system with a new, modified, software package to be operated on the ADOA mainframe. ADOA commissioned the Gartner Group to study HRMS and other State needs. An ADOA/HRMS and State agency committee reviewed the Gartner Study and adopted its recommendations. However, the Gartner Group and the committee failed to perform a thorough and comprehensive investigation of outsourcing the payroll/personnel function. While the existing HRMS system is in dire need of replacement, the startup cost and development time may be prohibitive.

GITA is unsure if proposed HRMS replacement is more advantageous than an outsource solution. There are a number of Application System Providers (ASPs) that process Payroll/HRMS for very large organizations. Before making the decision to invest \$26.1 million for an in-house system, a thorough study should be made of enterprise solutions.

DOA hired the META Group to develop the RFP for the HRMS replacement to include ASPs and Outsourcing solutions.

Estimated completion: January 2003

DOT Freeway Management System, Phase IV

Current Status: **GREEN**

Description of accomplishments for the past quarter:

- The new contractor (TransTech) is doing inventory work and is ready to begin bid item work.
- TransTech has encountered difficulty in their inventory of existing conditions left by the previous contractor.

Next Steps:

- An evaluation of the existing condition will be completed prior to continuing with the work.

Overview: This project will develop software and firmware compatible with the new FMS hardware currently being installed along Loop 101 and Loop 202 in Phoenix. The new FMS configuration has four times the capacity of previous installations and requires new software and firmware to process the additional information.

Estimated completion: Construction is planned to be completed October 1, 2001. Systems integration will probably begin sometime in fall of 2001. Project completion date has changed from February, 2002 to March, 2002.

DOT CVISN Project Level I

Current Status: **GREEN**

Description of accomplishments for the past quarter:

- The CVISN (Commercial Vehicle Information Systems Network) Program Plan and Design Documents are in the final stages of being revised per FMSCA recommendations.
- The information to join the IFTA Clearinghouse has been received and is being reviewed.
- Equipment has been ordered for enforcement officers to use in implementing ASPEN.
- A CVISN Project Administrator has been hired to oversee all phases of the project.

Next Steps:

- Continue project monitoring

Overview: ADOT proposes to upgrade existing software to better manage commercial vehicle operations. Upgrades to accommodate the Federal Motor Carrier Safety Administration would include automated credentialing, clearinghouse interface, electronic screening, and automate safety assurance. In addition, a number of upgrades and improvements will be made to Arizona-specific programs.

Estimated completion: Implementation of Level I is due by September 2003.

DOR BRITS (Business Reengineering/Integrated Tax Systems)

Current Status: **GREEN**

Description of accomplishments to date:

- Bids were opened May 14, 2001.
- Four vendors were selected to move on to the next phase.
- Three vendors arrived at DOR in mid-July to begin their analysis.
- DOR has assigned a team of State employees to work with each vendor.

Next Steps:

- Vendors will continue to analyze DOR's current business processes.
- Vendors are scheduled to submit their original proposals in December 2001.
- Vendors will provide demonstrations of their proposals in early 2002.
- Vendors will submit their Best And Final Offers (BAFO).
- Project Manager will present the preferred vendor's BAFO to ITAC in March 2002.

Overview:

The Department of Revenue proposes to contract with a vendor to replace legacy systems with comprehensive, integrated revenue processing, collection, accounting and reporting systems. The development and operation cost of the project would

be funded via increased tax collections. The agency believes significant tax dollars payable to the State are lost because existing automated systems are inadequate to support enhanced collection efforts. This approach has been referred to as "Gain Sharing". The State does not have \$80-\$100 million available to replace existing Revenue systems. Allocating a percentage of expected increased tax collections to pay for vendor services would finance system development and operation.

Estimated completion: Pending, vendor proposals and BAFO will include detail project plans.

Project Investment Justification (PIJ) News

Project Investment Justification (PIJ) Review **GREEN**

During May, June, July and August, GITA reviewed and made recommendations on the following Projects (\$000):

AD01011 ADOA LAN Server/Backup Refresh	\$153
AD02002 ADOA Tucson Remote Switch	848
AD02001 ADOA Spectrum Peripheral Module	782
AG01003 Atty. Gen. Disaster Recovery	226
AG02001 Atty. Gen. Money Laundering DB	98
CC01004 Corp. Com. WAN Backbone	66
CC01005 Corp. Com. PC/Software Renewal	29
DC01005 Correct. Remote Access Systems	460
DE01015 DES DDD Office Automation	646
DE01016 DES 2002 Replacement Telephony	974
DE01017 DES Activity Based Costing	30
DE02001 DES Internet Quarterly Wage & Tax	709
DE02002 DES Contract Monitoring	327
DE02003 DES Gap Analysis for FMCS	713
DE02004 DES Enterprise Web Servers	271
DT01010 ADOT Contract Monitoring	327
DT01011 ADOT PRISM Project	457
DT01012 ADOT SignCAD	83
DT02001 ADOT Vehicle Maintenance Program	44
EP02001 DEQ Section 8 Program Software	80
GV01001 Gov. AZ Program Design	667
HC01009 AHCCCS Web-Based Transaction Pilot	93
HC01010 AHCCCS Telephony Refresh 2001	209
HC01011 AHCCCS Claims Imaging Replacement	1,345
HS02001 DHS Health Alert Network	643
LD02001 Land Fire Management Support	89
PS02001 DPS Upgrade Clearance Card DB	60
ST02001 Sec of St. Campaign Finance Enhancement	133
ST02002 Sec of St. Lobbyist On-Line Reporting	87
<hr/>	
Total Projects: 29	\$10,960

Planning

Agency IT Plans

Current Status: **GREEN**

Most agencies have submitted their IT plan for this fiscal year. The rest are expected in the next couple of weeks.

Next Steps:

Currently, GITA and OSPB are discussing the possibilities of integrating the Business and IT strategic planning processes.

Overview:

All Executive Branch agencies are required to submit an annual IT Plan to GITA by September 1 of each year. GITA reviews and either approves or disapproves IT plans.

Annual IT Inventory**Current Status: GREEN**

Information Services Inventory System (ISIS) was deployed for agencies to report their IT inventories. Most agency inventories have been received for this fiscal year.

Next Steps:

Work with delinquent agencies in getting their inventories completed and develop reports showing the statewide view of the IT inventory.

Overview:

GITA is required to maintain an inventory of all the State's IT assets. ISIS is the statewide Intranet application that is used by agencies to gather the inventory. One of ISIS's features is that it allows agencies to upload data from other inventory systems.

GITA Tech Tools

Microsoft Licensing Changes Impact on State of Arizona**Current Status: GREEN**

Microsoft (MS) has announced changes to their licensing programs worldwide that will impact all customers, including the State of Arizona. These changes relate to software upgrades. A software upgrade permits an organization to go from one version of a product to another. Until now, agencies bought upgrades when they needed them. Now organizations will either pay for upgrades every year or buy a full new software license when they want to upgrade. Either way, it will cost more to continue to use MS products.

Through discussions with Microsoft, industry analysts and other states, we are analyzing these changes and informing State organizations of their options. However, few State entities have money in their budgets to help them "get current" now in order to lessen the impact of these changes.

Next Steps:

Organizations are being encouraged by Microsoft to "get current now" while existing upgrades are still available. Certain upgrade options have already been eliminated, other will be eliminated on October 1, 2001 and the final changes to MS's programs will take effect on February 28, 2002.

The Government Information Technology Agency ("GITA") is working closely with the State Procurement Office, State of Arizona agencies, political subdivisions and other states to divine solutions that may lessen the impact of these changes (e.g., new contracts, lobbying Microsoft to soften these changes, adjusting schedules for future MS roll-outs, evaluating competitor products/prices, etc.).

Overview:

The State of Arizona has statewide contracts with Microsoft that provides very favorable pricing. Last year, sales of MS products (other than MS operating systems) exceeded \$11.5 million (State agencies spent \$4 million; political subdivisions spent \$7.5 million). Based on a review of past purchases, most agencies will be affected by these changes immediately. The Gartner Group, a well respected IT industry analyst, estimates the changes announced by Microsoft will increase an organization's costs from between 35 to 107 percent. For State of Arizona customers, this is an estimated annual impact of \$4 - 12.3 million (for State agencies \$1.4 - 4.3 million and for political subdivisions \$2.6 - 8 million).

Statewide Employee Development Services (SEDS)**Current Status: GREEN**

IT Committee – The committee has submitted recommendations to the SEDS board which concludes Phase I of the project. GITA's involvement is no longer required.

Next Steps: **Project Completed**

Overview:

The Office of Excellence in Government (OEG), in cooperation with all State agencies is in the process of establishing a State Employee Development Services Unit. The purpose of this unit will be to Centralize employee training requirements and to offer upper-level education opportunities to State employees. Information technology will be the cornerstone of this project, where employee training and education can be scheduled, tracked and recorded via an online web site. OEG is working with Western Governor's University (WGU) and Arizona's public colleges and universities to establish an Arizona Government University (AZGU) web site and academic expectations for the curriculum. GITA has been asked to actively participate as a member of the IT Committee, the Infrastructure Committee and as IT oversight.

Statewide UNIX RFP Development and Award

Current Status: **GREEN**

Evaluation Committee meetings to develop the RFP continue to be held. GITA is providing oversight and support to SPO and the committee members (who represent several major agencies).

Next Steps:

Complete RFP development, issue the RFP, and participate in pre-proposal conference and guide evaluation effort. Anticipate RFP issuance in second or third quarter.

Overview:

The State Procurement Office (SPO) has asked GITA to assist it with gathering and guiding an evaluation team in the development, issuance and evaluation of a new contract. Because of the strategic importance of this effort, GITA has agreed to assist SPO and CIO Council agencies with this effort. In addition, GITA has solicited comment from a number of local political subdivisions that use UNIX systems.

Statewide Volume License Agreements

Current Status: **GREEN**

The State has had meetings with several software publishers in regard to statewide volume licensing issues. GITA is evaluating usage of existing contracts and developing plans for new and updated statewide license agreements.

Next steps:

GITA and the Department of Administration assist agencies and eligible entities to utilize economies of scale and maximize the value of technology licensing purchases with statewide volume license agreements.

Overview:

Negotiation of Statewide Volume License Agreements permits all state agencies and eligible political subdivisions (i.e., cities, counties, universities, school districts) to take advantage of volume discounts from software publishers based on past and anticipated purchase volumes. The State historically has had contracts with Microsoft, IBM, Novell, Corel and has entered into additional contracts with another eight publishers.

Statewide Infrastructure Protection Center (SIPC)

Current Status: **GREEN**

GITA and ADOA/ISD/Security encourage all State agencies to become SIPC members to further participate and plan in statewide infrastructure protection of systems and networks. Membership applications can be obtained by notifying Lee Lane with ADOA/ISD/Security at (602) 542- 2302 or email [Lane_Lee_C@ad.state.az.us](mailto:Lee_Lane_C@ad.state.az.us).

Next Steps:

The Statewide Infrastructure Protection Center of the Department of Administration (ADOA/ISD/Security) will continue to send out virus and intrusion alerts as an ongoing activity, as well as recruit additional agencies as SIPC members.

Overview:

The State of Arizona is dedicated to protecting its information infrastructure. State infrastructure protection is a coordinated effort with the Department of Administration, the Government Information Technology Agency, the Department of Emergency Management, the Attorney General, and the Department of Public Safety. In order to mitigate risks, these agencies are working together to provide best practices in fighting cyber crime for the State of Arizona.

Sending alerts to State of Arizona agencies is known as the Statewide Infrastructure Protection Center. SIPC is a communications model of sending out alerts to share information more effectively. While ADOA/ISD Security is performing the operational aspects of SIPC, GITA will continue to participate in the overall strategic direction of the statewide security and information protection in development of standards and policies.

Standards

Policies, Standards and Procedures (PSP) Evaluation and Modifications

Current Status: **GREEN**

The following PSPs have been drafted, task teamed and reviewed at CIO Council during the months of July, August and September 2001:

- P125 - Web Portal Policy
- P130 - Web Site Accessibility Policy
- P136 - IT Planning Policy (PARIS)
 - S136 – IT Planning Standard (PARIS)
- P170 - Privacy Policy
- S805 - Risk Management (IT Security Vulnerability Questionnaire)
- S815 - Configuration Management Standard (ISIS)

The following drafted PSPs are currently under review for modifications with the Secretary of State's Office:

- S820 – Authentication Standard
- S850.1 – Electronic/Digital Signature Standard

On July, 2000, State agencies were sent the Agency PSP Priority List identifying all planned PSPs to be developed and implemented. State agencies were asked to provide a priority ranking of planned PSPs; they are as follows:

<u>Priority</u>	<u>Policies</u>
2.0	P140 – Enterprise License Agreement Policy
2.25	P165 – Information Technology Planning Policy (PARIS)
2.67	P135 – Telecommunications Policy (ATS/TOPAZ)
3.33	P125 – Web Portal Policy
5.33	P130 – Web Site Accessibility Policy
	<u>Standards</u>
2.67	S850 – Encryption Standard
3.67	S865 – Business Continuity/Disaster Recovery Standard
4.0	S815 – Configuration Management Standard
4.0	S830 – Network Security Standard
4.5	S810 – Account Management Standard
4.67	S870 – Backup Standards
6.0	S825 – Session Controls Standard
6.67	S880 – Media Sanitizing/Disposal Standard
7.50	S835 – Database Standard
8.50	S840 – Data Classification Standard
9.50	S845 – Modem Standard
11.50	S875 – Maintenance Standard

- 13.0 S885 – Physical Security Standard
- 14.0 S890 – Personnel Security Standard
- 15.0 S895 – Training and Awareness

State agencies were asked to identify other PSPs to be developed and implemented, no others were identified.

Next steps:

GITA will be working the priority list, as stated above.

Overview:

Policies Standards and Procedures provide the common denominator and framework necessary for the migration to enterprise solutions. GITA, in partnership with the Arizona CIO Council, is developing Policies Standards & Procedures to enable technology that will result in transparent communications across the many systems operating in State government. This framework is essential to ensuring that complex systems, composed of software and hardware are able communicate and provide Arizona with better government.

Enterprise Architecture

Current Status: GREEN

GITA is under way with organizing the Enterprise Architecture (EA) efforts for the State of Arizona. The purpose of performing EA is to provide a holistic view/model of the State's IT capabilities in support of e-government programs and initiatives.

Architecture for Arizona is currently defined with various levels of technology to be modeled as a baseline for review and analysis with an eventual target for technology. These levels are formally called domains; they are as follows:

1. **Network Architecture**
Defines the State's communications Infrastructure, which includes the various topologies, transmission services and protocols necessary to facilitate the interconnection of server platforms, mainframes, intra-building and office networks (LANs), and inter-building and mall/campus networks (WANs).
2. **Platform Architecture**
Identifies computer hardware devices, which include client and server platforms, mainframes, mid-size computers, workstations and desktop microcomputers.
3. **Security Architecture**
Identifies security technologies, policies and standards necessary to protect the information assets of the State and to provide various information layers available to the State's workforce and citizens as appropriate. The objective of this architecture is to ensure confidentiality of information, integrity of data, and availability of IT resources.
4. **Software Architecture**
Defines software policies and standards of operating systems, program source code compilers, database management products, etc.
5. **Data/Information Architecture**
Identifies the organization of information related to citizens, locations and objects the State must collect, store, maintain and access. This layer of architecture will improve the business process to business intelligence to help ensure that State services are executed in a timely, efficient and cost-effective manner.

The benefits of Enterprise Architecture for the State of Arizona are alignment, integration, time-to-market and convergence.

Alignment – Ensures the reality that agencies are aligned with the Governor's intent for e-government initiatives.

Integrations – Interfaces and information flow are standardized, interoperable, cross agency, and managed across the enterprise.

Time-To-Market - Reduced development cycles of applications and systems, modernization and resource requirements.

Convergence - Strives toward a standard Statewide IT product portfolio.

Next steps:

GITA will be presenting the State's Enterprise Architecture methods and approach to ITAC on September 21, 2001.

Overview:

Enterprise Architectures (EA) must reflect the Governor's Strategic Plan, the Statewide IT Strategic Plan and the Agency's Three-Year IT Plan. EA should project no more than three to five years in the future, be appropriately scoped, planned and defined based on the intended use of the architecture. Must be compliant with the law as expressed by legislative mandates, Executive Orders, State and Federal regulations. Architectures facilitate change and require transition, provides for a standardization of business processes and common operating IT environments. Target architectures are used to control the growth of technical diversity.

COLOR KEY:

RED	Project status is poor; steps taken to overhaul or cancel; failed implementation or exceeding budget.
YELLOW	Project status is caution/alert; GITA intervention to correct deficiencies.
GREEN	Project status is good; on schedule and within budget.

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